



REPLY TO
ATTENTION OF

DEPARTMENT OF THE ARMY
HEADQUARTERS UNITED STATES ARMY AVIATION CENTER OF EXCELLENCE
2218 6th AVENUE
FORT RUCKER ALABAMA 36362-5105

Policy Memo 13-07

ATZQ-CG

24 April 2013

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Commanding General's Open Door Policy

1. Reference AR 600-20, Army Command Policy, 18 Mar 08.
2. As a commander, I am committed to addressing the concerns of all members of my command that are unable to be resolved through other channels. Although I am a strong advocate of using the chain of command and the supervisory chain to resolve issues arising in USAACE units and organizations, I am available to discuss any issue that requires my personal attention.
3. This policy does not apply to disciplinary issues and issues appropriately addressed by an existing procedure, a subordinate command, or a staff principal. Examples include, but are not limited to, Equal Employment Opportunity issues, Army Regulation 15-6 investigations, reassignments, Inspector General inquiries, and civilian grading issues and grievance processes.
4. Officers, civilians, or contractors wishing to discuss an issue with me, will do so through the USAACE Chief of Staff. Likewise, enlisted Soldiers and NCOs will first attempt to resolve specific concerns through the USAACE Command Sergeant Major. Individuals must be prepared to describe the nature of their issue, why my personal attention is required, and the steps already taken to resolve the issue within their organization or chain of command. Each request will be reviewed on an individual basis and be handled by my staff with the utmost professionalism and consideration.
5. This memorandum supersedes Policy Memorandum, dated 05 November 2012. Point of contact to utilize the open door policy is the USAACE Secretary of the General Staff who can be reached at (334) 255-9215.
6. "Above the Best"

KEVIN W. MANGUM
Major General, USA
Commanding

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